

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

**April 1 – June 30, 2020
Quarterly Report**



Kentucky Homeplace <http://www.kyruralhealth.org/homeplace>

Funding for the program is a joint collaboration of the Kentucky Cabinet for Health and Family Services and the University of Kentucky and the Center of Excellence in Rural Health.

Picture taken in Perry County, Kentucky.

TABLE OF CONTENTS

Letter from Kentucky Homeplace Director	03
Program Activities.....	04
Social Determinants of Health/Barriers to Care	05
Activity Summary	06
Visit Summary.....	07
Hospital-ER Summary	08
Age-Gender Summary.....	09
BMI Summary.....	10
Insurance Summary.....	11
Poverty Level Summary	12
Education Level Summary.....	13
Kentucky Homeplace working remotely pics.....	14
Kentucky Homeplace Regional Map.....	15
Client Encounters.....	16
Kentucky Homeplace Contact Info	24



Kentucky Homeplace

My Fellow Kentuckians:

Kentucky Homeplace CHWs have been working remotely during COVID-19 and have adapted very well in meeting the needs of their clients across the 30 county service area and beyond. Not only have they continued to provide traditional services such as: reduced or no cost prescription assistance, diabetic and medical supplies, eyeglasses, dentures, hearing aids, health coaching and chronic disease self-management but they have also expanded their role to meet the ever-changing needs of their clients.

During COVID-19 Kentucky Homeplace CHWs have assisted 762 clients across the state with Presumptive Eligibility Medicaid enrollment. CHWs have assisted 346 clients with obtaining their economic impact stimulus payment and assisted 626 clients complete the U.S. Census. They have helped 234 clients and their families apply for the Pandemic Electronic Benefit Transfer (P-EBT) food benefit program and also worked with various other programs to put much needed food in the homes of those in need. CHWs assisted 11 clients in their telehealth visits. They have also provided education to their clients on COVID-19 encouraging them to follow CDC guidelines on how to stay safe.

The number of clients served this quarter exceeded the previous quarter and the service value and medication value accessed was very similar in comparison to when the CHWs were working from their offices. This speaks volumes to the dedication of the CHWs and their willingness to be trusted community members who are there when you need them to help individuals through tough situations time and time again.

Quarterly Summary

For the period April 1, 2020 – June 30, 2020, the CHWs provided services for 2,606 clients. CHWs logged 4,729 hours on care coordination activities with a service value of \$112,591, amount of medication accessed \$2,141,089 and other service values (not medications) accessed were \$872,508 for a combined total of \$3,126,188.

The entire quarterly report is posted on the UK Center of Excellence in Rural Health's web page at <http://kyruralhealth.org/homeplace>. The report is found under the Kentucky Homeplace tab, Quarterly Reports and then click on April-June. If you wish to have a printed copy, please call 1-855-859-2374 or email me at mace.baker@uky.edu.

Sincerely,



William Mace Baker, RN

Director, Kentucky Homeplace Program



Program Activities

April – June 2020

Community Engagement Activities

(In-person community engagement activities have been limited due to COVID-19)

Several CHWs attended Diabetes Coalition meetings via ZOOM.

Several CHWs attended the KYACHW Board meeting May 2020 via ZOOM.

Some interagency meetings were attended when ZOOM is utilized.

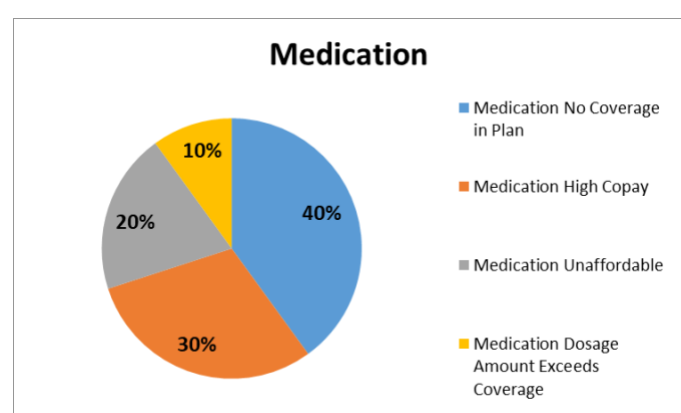
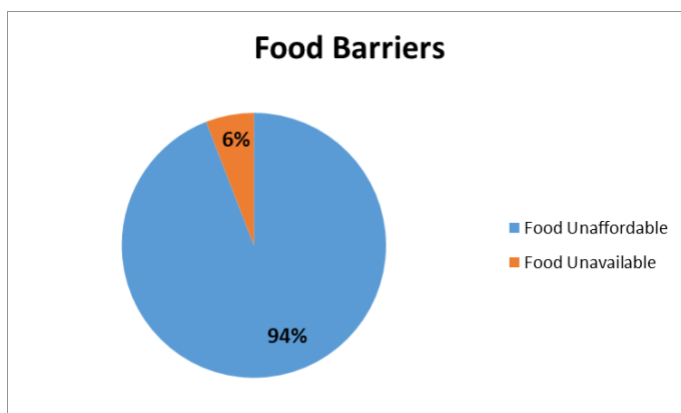
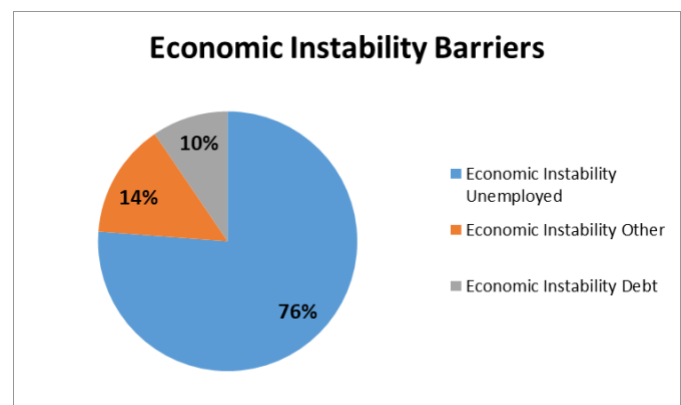
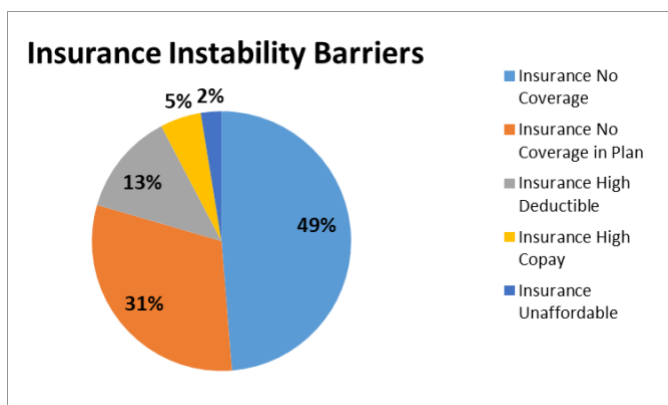
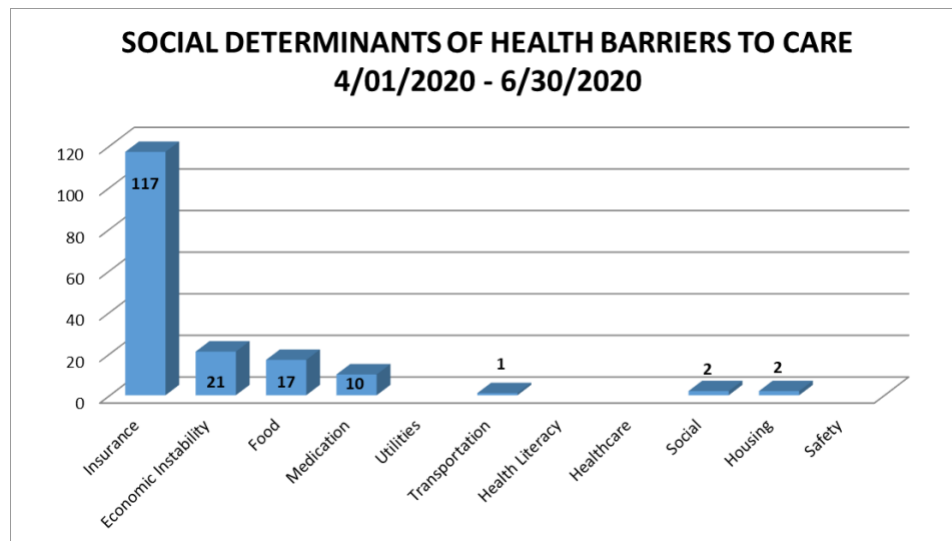
Professional Development/CHW training

- Presumptive Eligibility Application Assisters training (on-line training)
- CDC Contact Tracing training (on-line training)
- COVID-19 Webinar Series Emerging Evidence for COVID-19 Spread and Treatment
- NACHW COVID-10 webinar
- Cancer and Obesity Prevention webinar (Kentucky Cancer Consortium)
- Health Insurance Marketplace webinar
- COVID-19 and the Role of CHWs webinar

Other News

There is currently a vacancy in the Knox County KHP location.

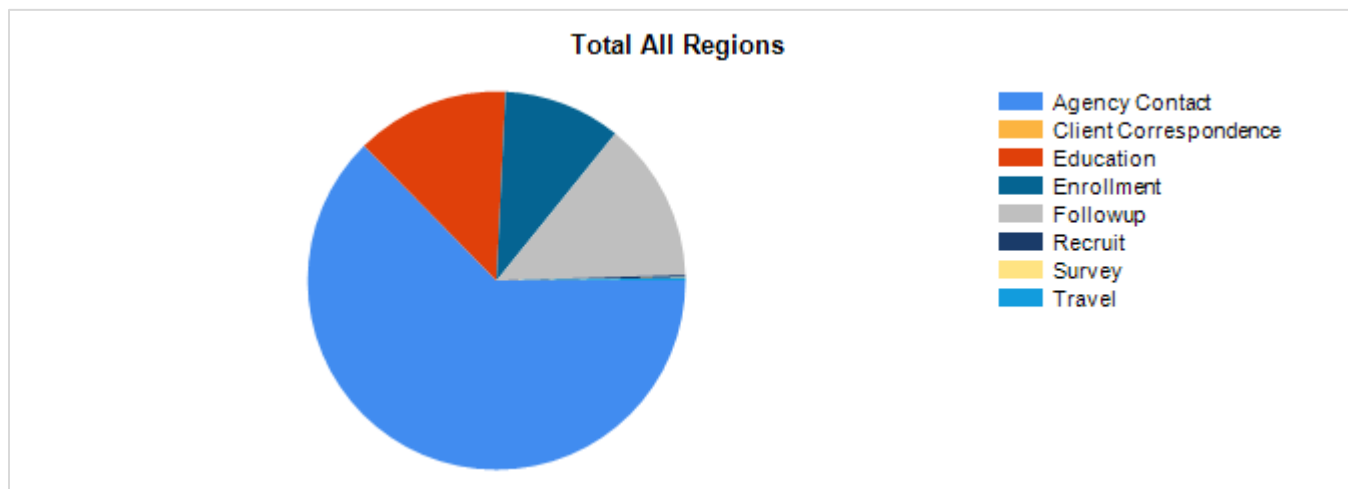




Activity Summary

(Clients visited: 04/01/2020 – 06/30/2020)

Activity	CHW Hours
Agency Contact	2,961.57
Education	621.45
Enrollment	475.33
Follow-up	646.92
Recruit	11.00
Survey	1.25
Travel	11.13
Grand Total:	4,728.73

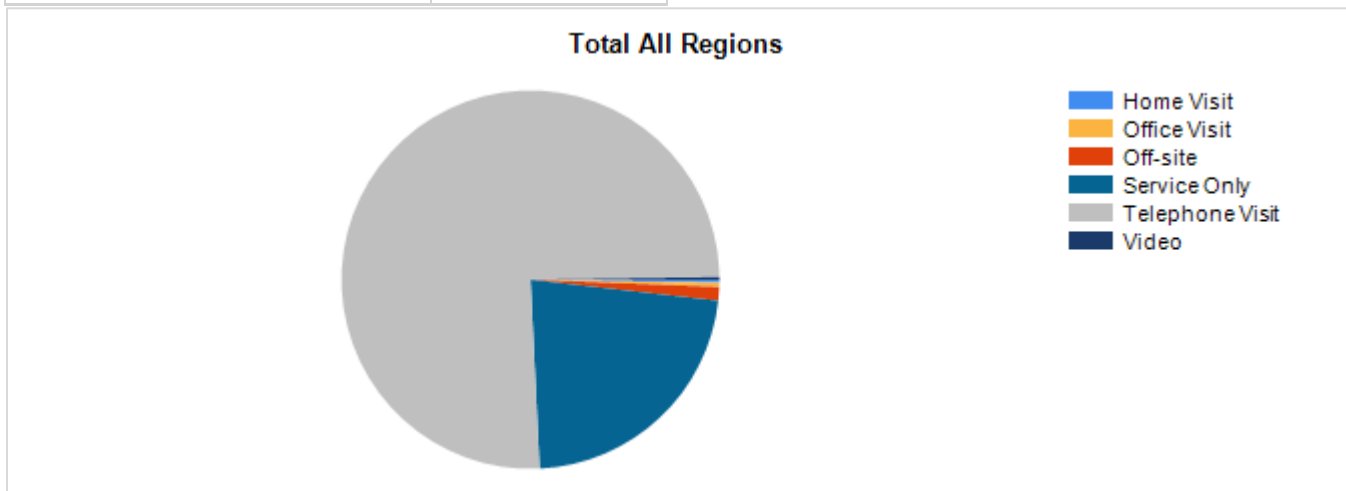


Total service value for 4,728.73 hours equals \$112,591.06.

Visit Summary

(Clients visited: 04/01/2020 – 06/30/2020)

Visit Type	Client Visits
Home Visit	14
Office Visit	21
Off-site	64
Service Only	1,253
Telephone Visit	4,216
Video	12
Grand Total:	5,580

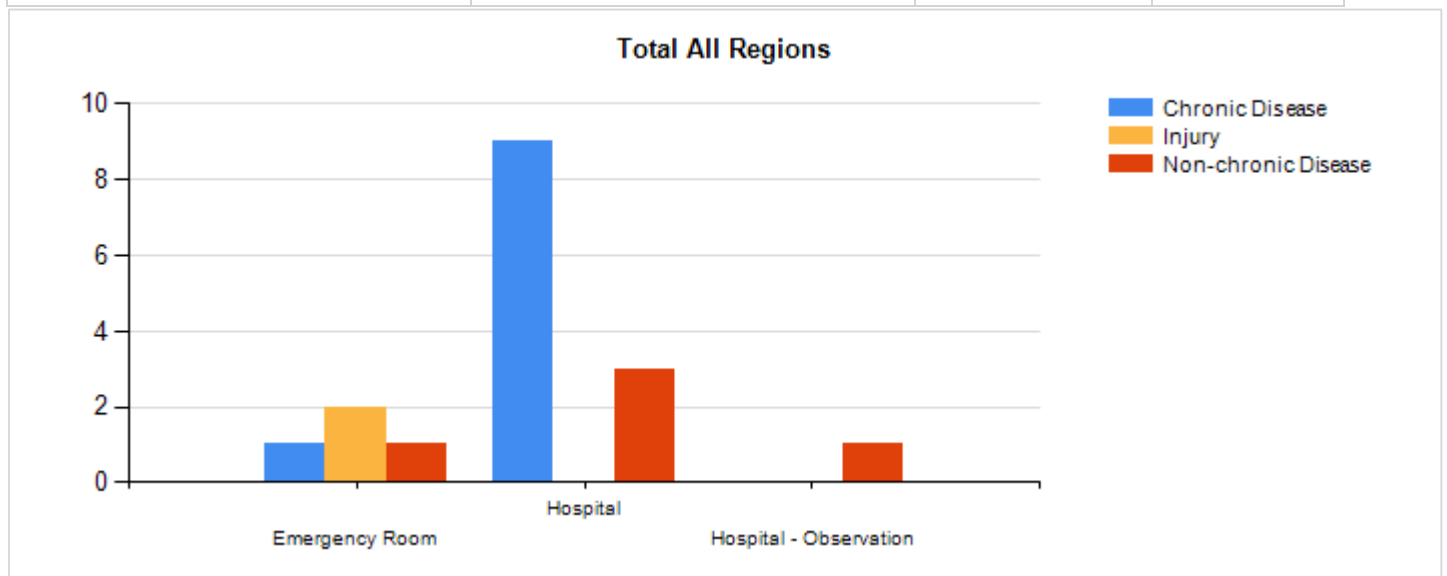


* Service only involves any actions taken on behalf of the client while the client is not present.

Hospital-ER Summary

(Clients visited: 04/01/2020 – 06/30/2020)

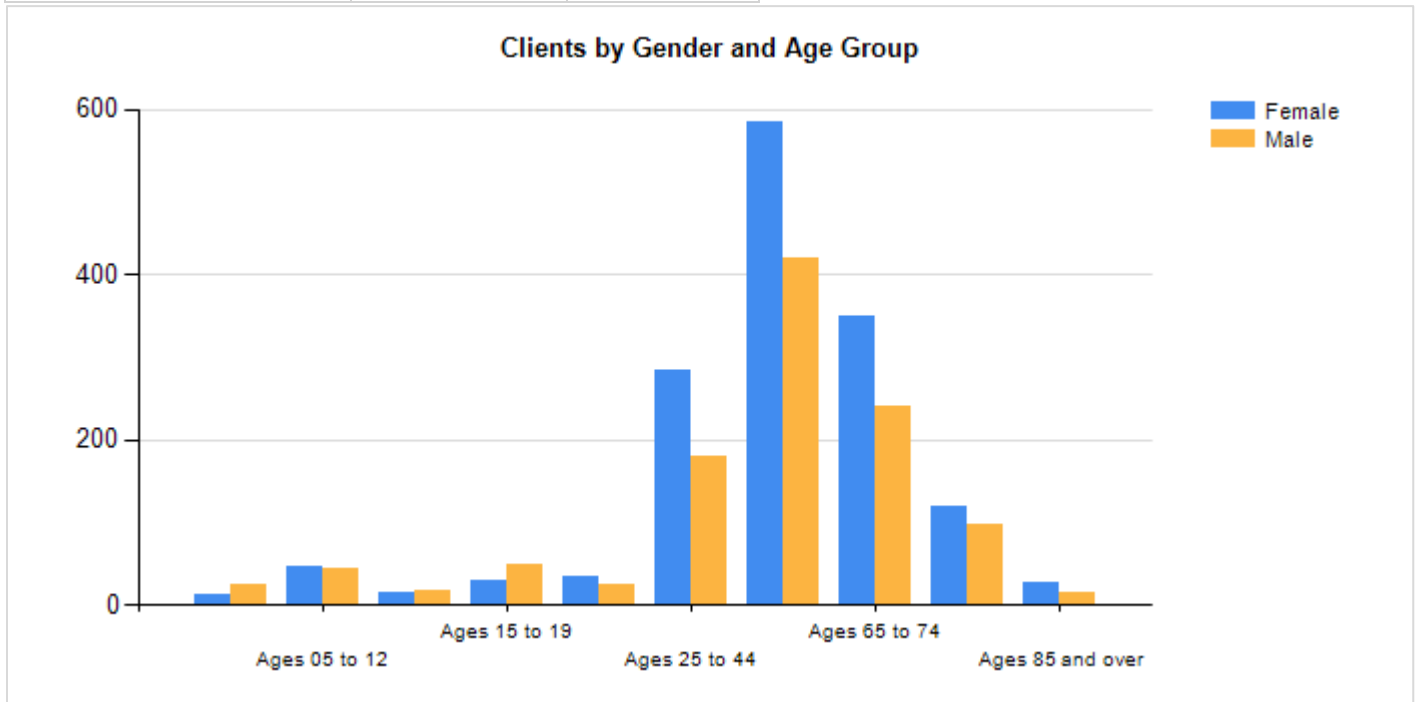
Episode Type	Reason	Episodes	Days Stay
Emergency Room	Chronic Disease	1	0
Hospital	Chronic Disease	9	62
Emergency Room	Injury	2	0
Emergency Room	Non-chronic Disease	1	0
Hospital	Non-chronic Disease	3	11
Hospital - Observation	Non-chronic Disease	1	0
Grand Total:		17	73



Age Gender Summary

(Clients visited: 04/01/2020 – 06/30/2020)

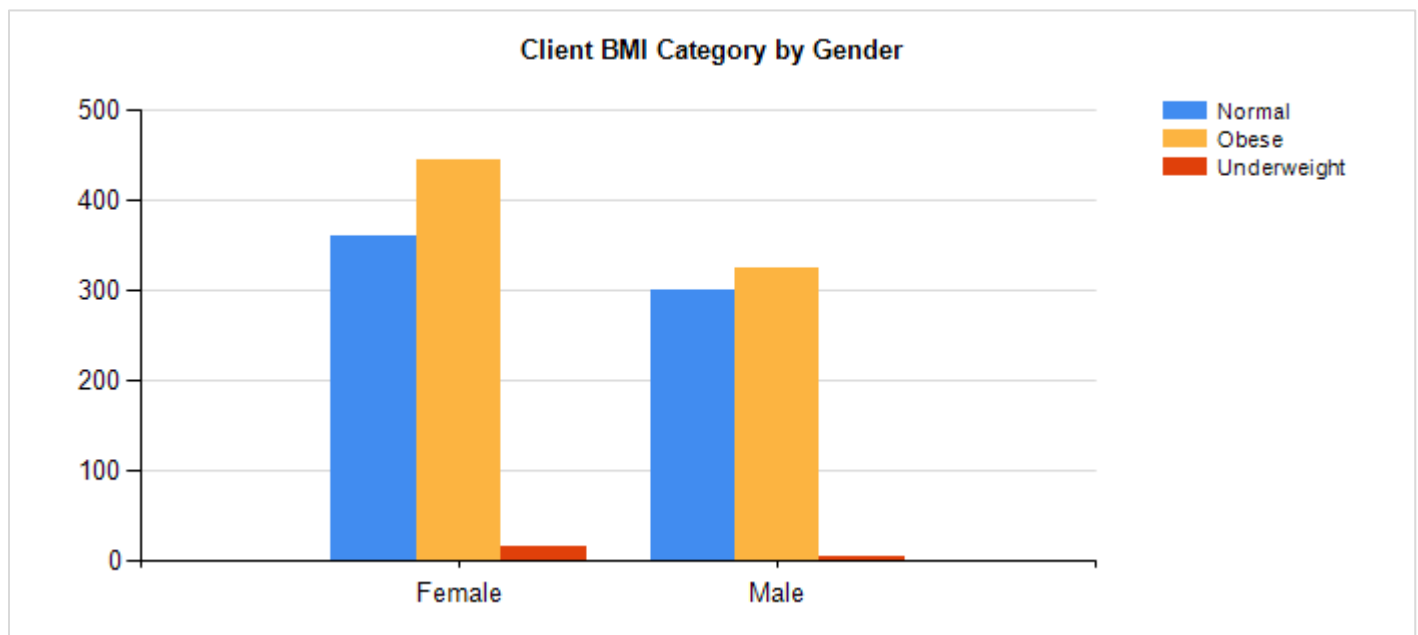
Age Group	Female	Male
Ages 00 to 04	11	24
Ages 05 to 12	46	43
Ages 13 to 14	14	18
Ages 15 to 19	30	48
Ages 20 to 24	34	25
Ages 25 to 44	283	180
Ages 45 to 64	585	420
Ages 65 to 74	348	239
Ages 75 to 84	120	97
Ages 85 and over	26	15



BMI Category Summary

(Clients visited: 04/01/2020 – 06/30/2020)

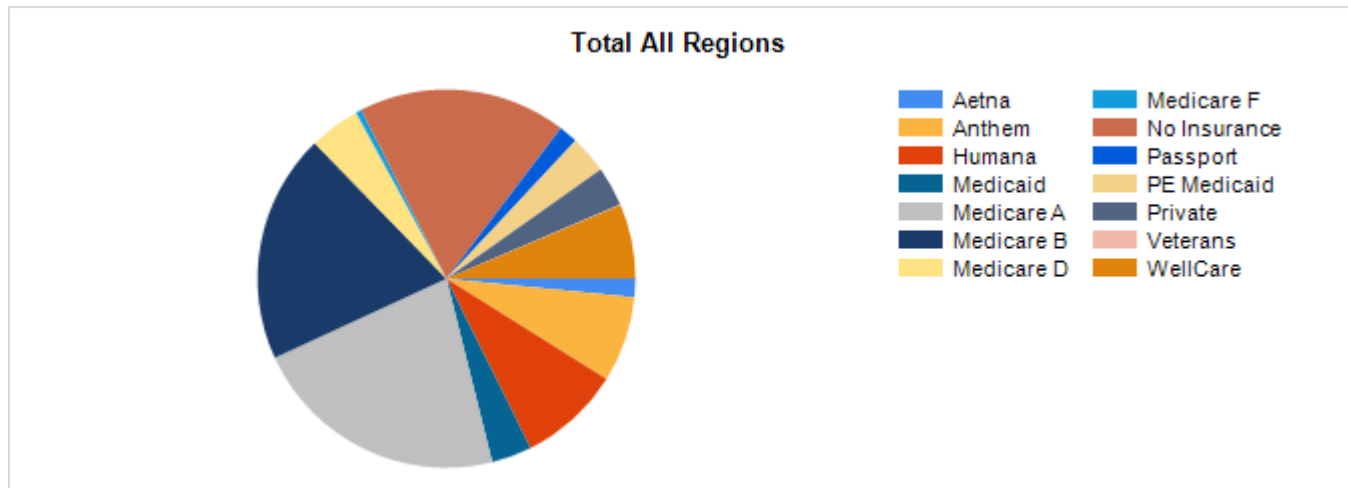
Gender	BMI Category	Clients
Female	Normal	361
	Obese	446
	Underweight	15
	Total:	822
Male	Normal	300
	Obese	326
	Underweight	6
	Total:	632
	Grand Total:	1,454



Insurance Summary

(Clients visited: 04/01/2020 – 06/30/2020)

Insurance Type	Clients
Medicare A	852
Medicare B	758
No Insurance	688
Humana	338
Anthem	284
WellCare	246
Medicare D	168
Medicaid	134
Private	131
PE Medicaid	125
Passport	63
Aetna	61
Medicare F	20
Veterans	2

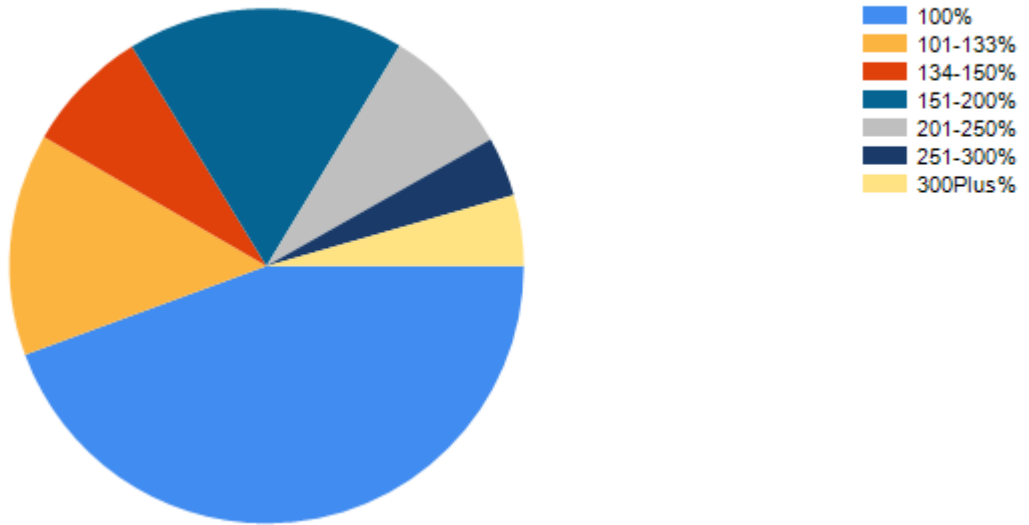


Poverty Level Summary

(Clients visited: 04/01/2020 – 06/30/2020)

	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	1,157	364	205	454	213	97	116	2,606

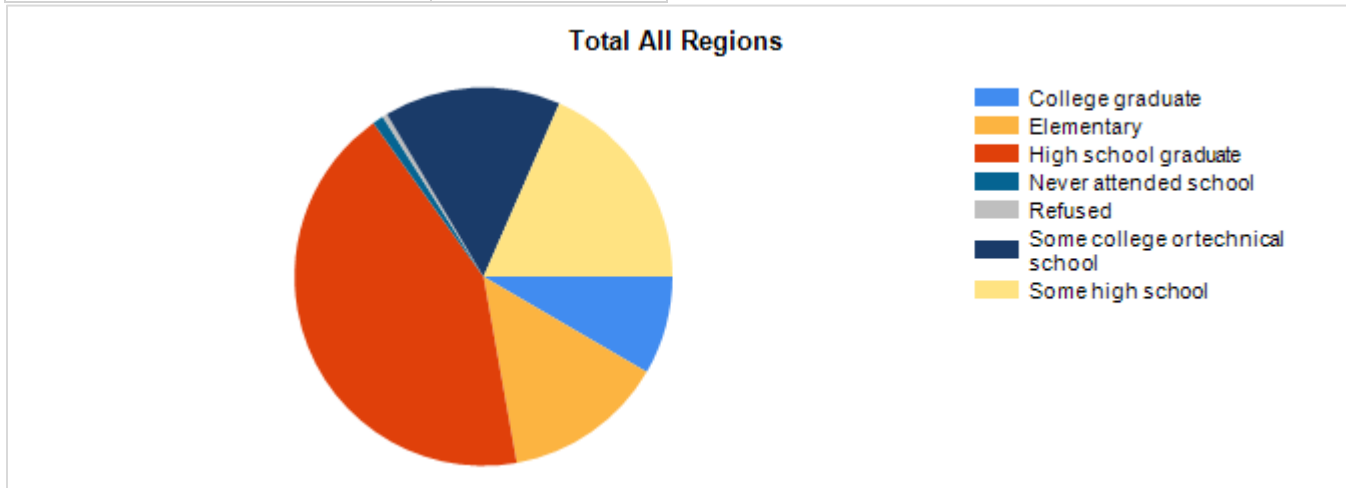
Clients by Poverty Level



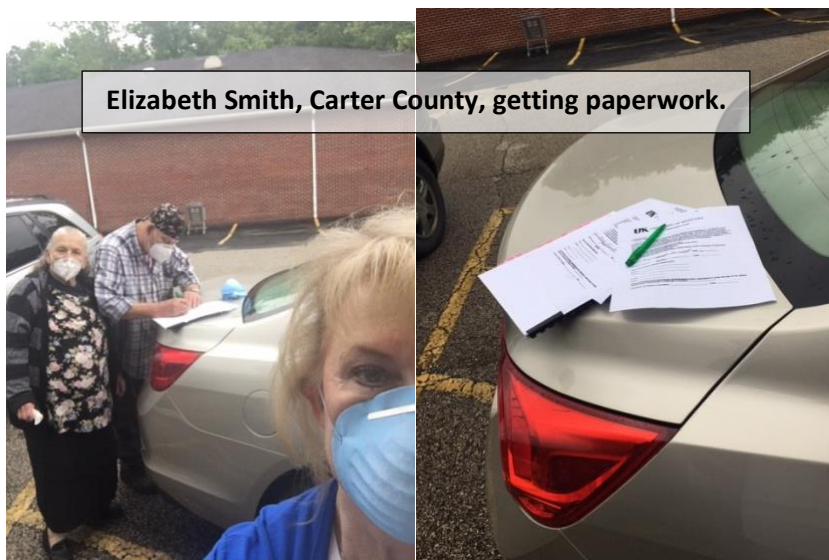
Education Level Summary

(Clients visited: 04/01/2020 – 06/30/2020)

Education Level	Clients
Never attended school	25
Elementary	359
Some high school	480
High school graduate	1,118
Some college or technical school	394
College graduate	219
Refused	11
Grand Total:	2,606



Kentucky Homeplace CHWs working remotely during Pandemic



Elizabeth Smith, Carter County, getting paperwork.



CHW doing home visit.



Carole Frazier and Keisha Hudson doing a drive through for medical equipment at the UK Center for Excellence in Rural Health.



Kala Gilliam, Rowan County, on a home visit.



Angela McGuire going on fan donation.

30 County Service Area



Central Office
Mace Baker, Director
750 Morton Blvd., Hazard, KY 41701
855-859-2374



Client Encounters Actual Situations Encountered by Community Health Workers

April 1, 2020 - June 30, 2020

This quarter has definitely been one to remember and not one that I will soon forget. I have seen an increase in the needs of people from my community during the COVID-19 Pandemic but one client in particular stands out.

This client called me seeking assistances with any type of help that they could receive because they had recently lost income after being laid off due to the pandemic. After completing the initial interview with the client I realized they qualified for temporary free insurance, they qualified for food benefits not just for them but for each of their children as well. I was able to get these benefits along with a food box with a 14 meals, I was able to get them assistances with their cooling bill and was able to point them in the right direction to get them help with temporary mortgage assistances.

These last three month have allowed Kentucky Homeplace Community Health Workers to work outside the box and help many clients receive much needed services that they might have otherwise done without.

This morning I called a client to discuss COVID19 precautions. This client is a diabetic, has numerous heart conditions, lung problems and is overweight. During this phone visit, he said he was really glad I called and that no one else has seemed to care for his health like our agency. Last fall we discussed low carb diet options just in conversation, he started doing it and now has lost 80 lbs. He said he is almost off one of his insulin medications and can breathe so much better and just overall is doing the best he has in years. This was a simple courtesy call to a client that I knew had several medical issues. After the call, I just sit back and thought wow, sometimes we just don't know how much our compassion and sincerity means to some folks. I was happy to make this report, always good to see positive outcomes and healthier living.

I met this client several years ago, at that time he was going on disability and didn't have any medication coverage. He had several chronic diseases and we were able to help get his medication until he got his Medicare. Ever since then he has come to my office periodically and just said hi and that he wanted to just say he still appreciates all that we did for him when he needed it. He frequents my diabetic shoe clinics annually and has attended several of our diabetic support groups. A couple of years ago he went through our Diabetes Self-Management Courses and he said he had never learned as much as he did about diabetes as he did in those classes. When he was diagnosed as a diabetic he said his doctor said, no rice, beans, corn or bread. He was devastated. With education and better knowledge of how to manage his illnesses he is a much healthier man. When I first saw him his A1C was 10, this month he came to tell me that it was 5.9 and he was so proud of getting it down. He just smiled and said, thanks Sissy for all of your help. Shew these are the times that you just melt in your heart. I am no great teacher, master of healthy living. I just passed on materials that were made available to me to share with my clients. I am so happy for ability to do this with so many people.

This quarter has been strange, difficult and most certainly out of the normal for all of us CHW's. Here are a few stories that would not have ever been heard if not for the COVID19 pandemic and the extra resources that have been opened up for our clients, coworkers, family and friends:

A friend of mine, a RN, has two children in public schools and I was sharing that she would be eligible for P-EBT assistance this one time for each of her children. She said no, we never qualify for anything. I

reassured her that she was eligible and could get this benefit. After lots of reassurance she said I could try applying for her. This took just a few minutes and she was approved to receive \$627.00. About a week later she called me and said she got a card in the mail and thinks it may be the P-EBT. I told her she should have a PIN and can take it to any store that accepts EBT. A few days later she said "Oh My Goodness, I can't believe it worked." She said her daughters picked out stuff that they always wanted but were never allowed to get due to the cost and budget she had. She said there were more healthy snacks in her house than she had ever had before. She was calling just to thank me for being so persistent in getting her to at least apply. She said in the 49 years of her life she had never received a dollar in assistance. She said it was definitely appreciated and sure did help with her grocery cost.

A friend of mine had took early retirement from teaching. She did odd jobs just to get her by and hadn't filed income taxes in four years. She contacted a CPA in town three times trying to see if she would be eligible for the stimulus package. She even went to H&R block to get help. She was told they didn't think she could get it due to non-filing. Through weekly ZOOM staff meetings we were informed that you could get your stimulus monies if you did not file taxes in 2018 or 2019. There was a form on line that needed to be filled out to get it. I called this friend of mine and told her I was going to try it out and she was gladly willing to consent to it. It did take over a month but she did received her Economic Impact Stimulus. She was so grateful. She praised me but I told her that was part of my job and I was glad to help her. The communication that us CHW's have is just remarkable. Everyone tries to help each other out. Very rare to find such an amazing group to work with.

Today I phoned a client just to check on her and if she was getting her medication and to talk about COVID19 precautions. She was well and said she just wanted to say we have been so nice and helpful to her and she wanted to let us know how thankful she is to us. I told her I was glad there was a program out there like Kentucky Homeplace that could help people. She said she thanked God for me all and we do and will never forget how much we have helped her when we got her medication. Fliers of COVID19 and Hand Washing were mailed to her.

This incident broke my heart. We CHW's had learned that a Meal Program Benefit through one of the Managed Care Organizations had become available to all insured through this MCO. I had posted on social media and told clients of this and word started spreading of this. I received a phone call from an elderly couple. It was the first month of the COVID-19 Pandemic and everyone's radar was up about worldly events with this virus. This woman stated that her and her spouse lived alone, on top of a big hill and were scared to death of this virus. They have not left the house or even gone to their mailbox. Totally terrified. I talked with her some and she said her friend called and said we could help get some food to them because she had this particular insurance. I assured her that it was true and they gave me their verbal consent to apply on their behalf for this benefit. She said she had one family member that would call and check on her and got her basic food list, she did not feel comfortable going with her to town cause when she went she would take a car full of neighbors and this client thought it was very dangerous to be with several other people. I told her she was doing the right thing but that she had to let someone know if there was a necessity that they were in need of. I contacted and applied for the meal program for this couple and contacted the local food ministry and arranged for the fire department to deliver food monthly to this couple. A few weeks passed and this client called me back stated that she received two boxes of food. It was dry shelf food not the frozen TV dinner since they lived so far in the rural area. She said that it was going to help them out so much. She started crying and said she never

thought they would be in a position that they may not have enough food to live and it really scared her to think of this. She said this meant the world to her and she was going to tell everyone she knew about what we did for her.

Through this trying time, everyone at some point has made a sacrifice because of COVID19 pandemic. We were put on working remotely from home for social distancing and safe work practice. Several "Old" rules were adjusted such as the verbal consent. If we had to have made the new clients sign papers in a person to person setting there would have been so much more barriers in our way. This was a good change and a lot of people have benefited from it.

Working from home has allowed me to continue to meet the needs of my community. One group in particular, our coal mining families. Due to the COVID-19 pandemic, many of these miners have been furloughed and finally laid off indefinitely. Most had coverage through the furlough period and now are completely without health coverage for them and their families.

I have been able to make contact with the miners companies and miners themselves via social media, phone calls and sending Kentucky Homeplace flyers to different agencies that are also helping them. I have been able to assist them with Kentucky PE Medicaid, unemployment help, medications.

The coal miners have been very grateful that there is a program like Kentucky Homeplace to help them during this economic downfall.

I had a lady that was referred to me by DCBS, she was just put on Medicare and a Part D plan and had a very expensive medication that her plan will not pay for. I was able to find a program for that medication, along with a couple of others. She was so confused by the Medicare process and was very thankful that I could help her. She said that I was the only one that had been able to assist her the way that I had and was very appreciative. I have also helped several people with the Presumptive Eligibility Medicaid that was stuck in the bracket of being barely over the limit for Medicaid but not being able to afford other health insurance, they were so thankful that they would be able to go to the doctor, at least for a little while.

I tried to help a young man that was a diabetic with his insulin. He had insurance through his work but his deductible was so much that he could not even use it. He was not taking any medication and his sugar was staying at 300 or more. The Pharmaceutical Company required \$1100.00 be spent out of pocket before we could get his medication. He said he did not have the money to pay for it so he just didn't get it. In the meantime, he kept losing weight. He lost 50 pounds and still was not taking any medication. When the Presumptive Eligibility Medicaid started I called him and told him I thought we could help him. I got him signed up for it and he went to the doctor and got his prescriptions filled and it cost him nothing. He has been so thankful. In the meantime, due to Covid-19 he has lost his job so now we are going to transition him over to Regular Medicaid.

During this trying time of Covid -19 the needs of my community has increased significantly. There is such uncertainty in tomorrow for some, fear for elderly and family members with compromised health, food supply shortage, loss of income, and loss of health insurance. I was able to utilize local and state resources to double or in some weeks triple the number of individuals seeking help from Kentucky Homeplace. These resources supplied MRI's for individual who otherwise wouldn't have had the means to have the procedures completed.

One individual called me expressing much gratitude as he was able to have cataract surgery and savings of over \$2000 dollars. Another called that he was able to have his labs completed for further treatment with his diabetes. Several other individuals called expressing thanks for being able to see the dentist and getting restorations, cleanings, and pain taken away. I have received so much appreciation from client and so grateful for Kentucky Homeplace being there for the citizens in my community.

Since everything has changed over the last couple of months because of COVID19 we have learned to do things different to meet the needs of the people we serve. Over the last couple of months, with new services, I have been able to help people who wouldn't normally wouldn't be able to get help. I can relate to some of these clients, sometimes families don't qualify for something because they are over income guidelines but they have difficulty meeting all their needs financially. Finally, income guidelines have raised and more families are getting the help that they need. A young mother called me after seeing a video post she said that she had tried many times and didn't qualify for Medicaid. She was uninsured and had three small children also uninsured. She had been laid off her job due to COVID19 and her husband made less than she did at his job and could put the family on the insurance with him but the insurance cost more biweekly than it did for them to pay out of pocket for visits. It turns out she was also pregnant and spacing visits out as far as possible to avoid having to pay large cost. She was very worried about this because she was 7 months pregnant at the time we did the application in May. I was able to apply for her, her spouse, and all three of their young children so that they entire family could be covered with Medicaid and she can get the prenatal care she needs before giving birth.

It seems like the last couple months I have been able to help lots of new people in ways that I never have before. Although it's unfortunate people need more help now than before because of the COVID19 pandemic. I am so happy to say that my days are packed full of helping those in need. Another family that I have been able to help is a family of six with two working parents. The family doesn't qualify for most government programs but falls a little short financially on managing a family of that size. They were spending nearly 600.00 a month in groceries, which was more than their house payment and having children not in school for months meant that they had to spend even more that they would normally use for winter fuel expenses since buying propane in the summer is more affordable. I was able to help the family apply for pandemic EBT benefits and they will be receiving 313.00 per child and that should help them recover some of the money they have spent in the last couple of months so they can prepare for winter. I was also able to get them approved for utility assistance. It was a small amount of just \$147.00 because they were just \$10.00 away from being over the income guidelines. I feel like a lot of times people often forget about the working families with children and assume that they always have what they need. I feel like I have gotten to help so many of those families lately and it just goes to show that anyone at any time could use a CHW.

This quarter I have worked with many new clients from different counties to get their P-EBT cards, Census, PE Medicaid, and Stimulus payments. I have reordered meds and helped clients get dentures.

I had a client call me from Jefferson County to get help with her P-EBT card for her six children. She had talked with DCBS and they gave her my number to get the help. She said that she had tried herself online and that it would not let her get very far. So I took her information and entered the information into the website. I was able to get the card for her with no issues. She was very happy that it went through with no problems.

I had a client call me because she was needing dentures. I was able to get her an appointment to get a full set of dentures and she referred her son to get dentures also. I spoke with him and was able to get their appointment on the same day so they could drive together. They were very happy and can't wait to have new smiles.

I had an interesting phone call from an elderly lady that was struggling with getting her P-EBT card activated. She had adopted two grandchildren from birth. Both kids had Medicaid so what seemed like should have been an easy fix to activate the card was not.

She called desperate for help and I was bound and determined to get the puzzle solved. I have a young son who is always hungry! So I know that she needed her benefits in order to help feed both boys whom are under 10 years old and in Elementary School. It appeared that she should have set up the 4-digit pin number and been good to go. Well, that wasn't her case. Previously I had helped client's access the P-EBT card's with no issues for the most part. I had not ran into this specific problem that this client was having. After figuring out many areas of confusion that could possibly be the hold up. Such as her birthday was different on her paper work verses her drivers' license.

I tried entering both, neither worked. The student ID's didn't really have anything to do with the case because these cards were sent automatically due to the Medicaid cases on both children existing. I entered her husband's info, it still denied activation of the P-EBT Card.

Monday after many hours I had called Frankfort, a guy from the KY Department of education, he gave me the impression that this client wasn't listed as the legal guardian under the kid's socials. So that created another issue. Tuesday I called the County Board in my home town and she was listed as the legal guardian, but her title was listed wrong under guardianship. Once again another issue. I began to pray and I had emailed The Kentucky Homeplace CHW's wondering what I could do in desperation.

I immediate thought it has to be a Medicaid issue because this card came in their mom's name. The guy from the KY department of education didn't understand why or how she even got the card in her name to begin with. Just to clarify she is their adoptive mother, and legal guardian. So everything was legit. Turns out after being fully consumed, determined to get it figured out. The Lord moved for me and an inside connection from the Medicaid office went over all demographics with me and they had her birthday listed as 2 days off. Once again another problem! But soon as we hung up I called activated the card with the pin, (wrong birthday) and it went through with \$627.00 worth of Snap benefits added to the card! Finally a hard case cracked! I called my client explained and advised her to take updated

records to the Medicaid office to get her DOB straightened out and also advised her to take records of custody to the County School Board and just make sure that everything is listed correctly on all ends. I would hate for me to be aware of all these issues and her not even have a clue of all the mistakes concerning the children's behalf. She was so thankful!

Sometimes I wonder why the hardest things seem to come my way, but God knows that I refuse to give up and surrender control if at all if I can possibly help someone. Especially that don't have the access or capabilities to fight on their behalf! I am just thankful that I could be of help.

I received a bunch of food that was donated from a local church. I took the food to my office and gave it to the Director of the Senior Citizens building to hand out to the seniors. They have daily pickup and deliveries to 38 seniors, many of which are my clients. The food was handed out to the seniors that were able to pick up their food and home delivered to the seniors that don't have transportation or physically unable to pick up. It wasn't a whole lot, but every little bit helps.

I was contacted by a regional stroke support group, seeking assistance for one of the people who had been attending. This individual had some severe vision impairment due to the stroke that he had suffered and was needing help with housing. Upon reaching out to the client, I found out his first hurdle in getting into government assisted housing was that he needed a social security card and his has been lost a few years back. I was able to go on to the SSA website and locate the form that needed to be completed and mailed to the local Social Security Agency office. I mailed him the application to sign and an envelope addressed to the local SSA office and a note reminding him that he would also need to include one item to prove identity to be mailed in with the application. We are still working to find a handicap accessible living arrangements.

A lady called seeking help with medications, her part D insurance was not covering one of her prescriptions for diabetic medication. I was able to get her started with the application process, by mailing her and the doctor the application to sign, to get the medication for free and mailed to her home (a three month supply at a time).

This quarter has been one for the records. With the COVID 19, it feels like the world has come to a stop. One thing that had put on hold was childcare and with that, it effected all working parents. I received a phone call from a newly divorced single dad that was in a panic and did not know which way to turn. He made phone calls to all the daycares and was told they would be closing until further notice. I told him to give me a few days to look into a resource; I had heard that one of the childcare programs was working with the hospital to setup childcare for healthcare workers as a limited duration center during this time. I called and was told all guidelines, after speaking with the supervisor she told me if he met those guidelines that they would make room for his daughter. To tell you this was a dream come true for him is an understatement. I then helped him get all paperwork to be faxed ASAP, he then had another concern and it was the cost. I told him about a program that could assist with childcare payment. Therefore, by going on three-way, and waiting for 40 minutes, I got him approved for help with paying for childcare through this program.

Change – as one client said it is change that people can't seem to be able to deal with. How are we going to be able to ever get back to where we were before this ever happened? She said she did not know if she would ever see her doctor again. If she did see a real live doctor where they did check your blood pressure it would be at the hospital because the only way her doctor wants to see her is on her cell phone messenger or on a computer and she has to have her daughter come and get her to do that. She said they could do phone visit but how is he going to be able to tell how sick I am, she said it scares her. Why change back to the way things were if this is working. She was glad to hear from KHP and that her CHW was still there to get her the things she needed, food, medications, and got her assistance with electric. She said she knows that without the assistance that Kentucky Homeplace gets her she would not be able to survive.

I called a client to place his medication order and his phone number had been changed. He had called and left a message but didn't leave his new number so I did not have the new cell number. I called his daughters work and asked for her and she had retired, yet another dead end. Before I hung up I asked if she had children and she said she did not have children but she had grandchildren as her boys are grown and gone. So she wanted to know why and I explained the P-EBT and she said she would ask her family if they knew about it. After we hung up within seconds the phone rang and it was her again and she said her grandchildren had already gotten their P-EBT and they were so thankful but she had sent out a memo to the people where she worked about this service I could offer. A little later a person called and said she had heard about the P-EBT thought they made too much money. I enrolled her children and she was so happy to receive the benefits. As for the client needing his medications ordered he finally called the new number and we got this meds ordered.

My story this quarter is about a young lady who was a domestic violence victim. The young lady was referred to Kentucky Homeplace by a family member. The day I met her she said that her aunt told her that even if I couldn't help her I am a good listener, and listen I did to the many horror stories she had been through. My client's front teeth top and bottom were either knocked completely out or broken off to the gums. I was able to get her an appointment for dental work just before COVID-19 shut everything down and an appointment for dentures. Although she has to wait until the denture clinic opened back up she did get her dentures. I have kept in touch with this young lady and she has taken my advice to apply for online college classes and seek counseling. She says that even if she has to wear a mask now it's to keep from getting sick and not to hide her mouth because she felt ugly.

During the past few months, I have been working from home because of the Covid-19. I have been able to transition my workload to assist clients over the phone and assist with their needs. Clients have needed help with PE Medicaid, PEBT cards where the children didn't get to go to school March, April and May. This has been a learning experience on how to adjust the workload and not being able to see the clients face to face. I have worked with clients on getting their census completed, IRS to get their stimulus payments or the payment for their children that were due. Clients have needed services from Kentucky Homeplace that would have never called before this pandemic. It has been a great job to be able to assist clients in need.

I have been working with clients on programs with the local Community Action Program, now they are doing a Spring Heating Program 2020 and starting July 1, 2020 they are going to have a Summer Cooling and Crisis Program to assist clients in need. I have been able to educate my clients on these services to help them with their electric bills and afford to get their bills up to date. This program is something new that clients would not be aware of and wouldn't try for the services unless they are guided to apply. I have worked close with this agency to help my clients obtain services. Medicare Part D clients are going into the DONUT HOLE or Gap coverage, that makes the clients have to pay a higher copay and most of them can't afford to pay the difference. I have been working with them on getting their medicines at low to no cost. Most of the clients wouldn't be able to get their medicines if Kentucky Homeplace wasn't able to help them.

I recently had a client who was an extreme diabetic. She had not had an eye exam or new glasses in over five years due to lack of money and no insurance. When she first came to see me it was for medication which I was able to get for her; but when I told her that we could get glasses and an eye exam for her she was so excited. She thought that she would never get the chance to get glasses or receive the help she needed. She now has a new set of glasses thanks to a program that we work with and she can finally throw away her broken pair of glasses that she could no longer see out of. She was extremely thankful for Kentucky Homeplace and for what we do in order to help.

I had a client who was going to have back surgery and she was in need of a walker. She was on her way to go buy a walker when I was talking to her and I let her know I had multiple walkers in my office. So I was able to get her a walker and do a porch drop off for her. She thanked me so much and said she was so worried how she was going to be able to afford to get herself the walker she needed because she was off work for her surgery.

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